

# InfraSuite Manager Introduction

## Functional Module: Work Order

External Customer

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Delta / MCIS/ Jesse





Operation

## EMS3000 功能模組



Energy



Slide Show



Asset



Capacity



Work Order



Asset Inspection

Work Order(5063075600) functional module provides an integrated platform for change management that helps the users to reduce cost of management whilst simplifying and merging the processes of changes.

As any business or organization strives to optimize their operation environment and service continuity, an efficient management of changes becomes Indispensable.

However, traditional management process could be complicated and lack of efficiency. Thus, a well-organized management process is essential for the datacenters.

# Work Order Spec.

## ► Dashboard

- Shows the classification of current executing Work Orders with statistical charts.
- Statistics the number of work orders associated with the number of accounts, the number of tasks ... and so on.
- Statistics the number of recently assigned work orders and finished work orders associated with the account.

## ► Template Design

- Add, edit, delete and execute the work order template.
- Default process of work order; E.g. I, IR, AIR, PIR or PAIR can be applied for different purposes.
- Roles to be notified in each process can be assigned.
- Privileges of roles in each process can be configured.
- Specific types and colors can be assigned to executing work orders for better recognition.
- Roles, Time Period, Attachment, Priority and Risk can be set when creating work order templates.
- CAB (Change Advisory Board) can be assigned and grouped.
- Customizable contents of e-mail notification.
- Work Order Templates can be grouped and listed by specific columns.
- Work Order Templates can be triggered by specific events or schedule.

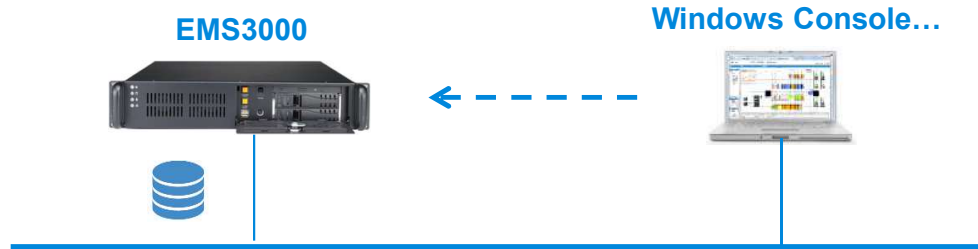
# Work Order Spec.

## ► Executing

- Lists all the executing work orders by columns. Work orders can be searched with key words and quickly grouped by any column item.
- Quickly view the current work process of executing work orders.
- Members of the work order can confirm the process of executing work orders, confirm work order completion or cancel them.
- Attachments can be uploaded and downloaded for further checking or approval.
- Time for processing the work orders can be observed in the calendar.
- Emails will be sent to notify the members to process their tasks.
- Members who receive the notifications can quickly update their work process by clicking on the URL link provided by notification messages.
- Use the URL provided by the notified message to log in to the system from the web browser to update the current progress and status.

## ► History Query

- Can be searched from a specific time period, work order types.
- Can be listed by their column filters, key words and quickly grouped by the column item.
- Process time can be viewed in the calendar.
- Work Order details including members in every stage, finish time, feedback and attachments can be viewed.

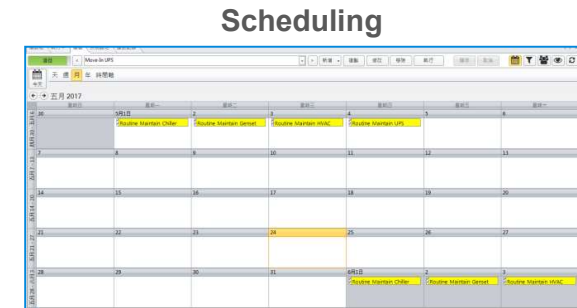


## ► Equipment

- Work Order module installs in the same EMS3000 host.

## ► Console

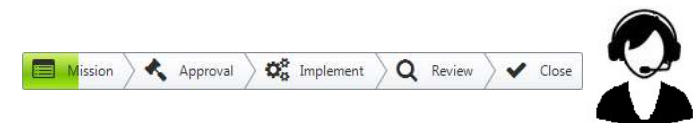
- Setup the work order type.
- Setup the CAB (Change Advisory Board).
- Setup the process status and the e-mail notification account.
- Setup the reviewer privilege.
- Setup work order template: Execute by schedule, event or manually.
- Setup the e-mail notification content.

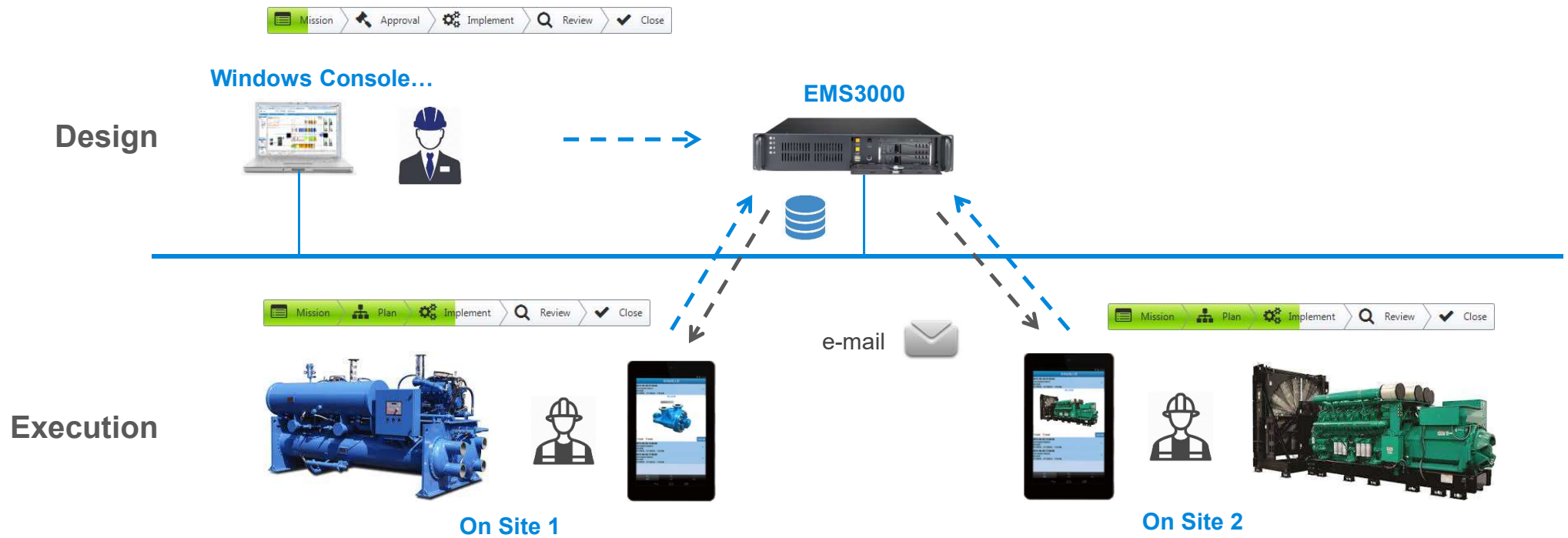


## Event



## Manual





## ► Executing

- The associated members will be notified by e-mail once the work order is triggered.
- Click on the URL to get the current status through a web browser.
- Update the current work order status by a web browser or Windows console.
- Has the ability to upload/ download files. This feature can be applied to spec. check, operation instruction, on-site photographs, ... and so on.



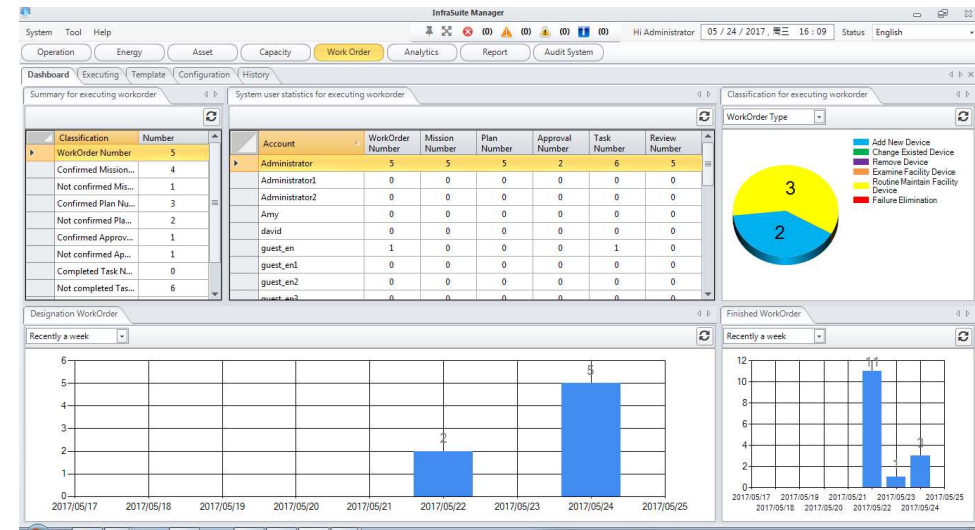
# Work Order Application for Datacenter – Query

## ► Dashboard

- **Summary for Executing WorkOrder:** Lists the current WorkOrder quantity and confirmation status of each WorkOrder.
- **System User Statistics for Executing WorkOrder:** Lists the quantity of WorkOrders and work process assigned to all user accounts.
- **Classification for Executing WorkOrder:** Classify the executing WorkOrders by their Types, Risk and Priority.
- **Designation WorkOrder:** Statistics of designated WorkOrders in the recent week or month.
- **Finished WorkOrder:** Statistics of finished WorkOrders in the recent week or month.

## ► History Query

- List the work orders by date/ time, type and login account.
- Double-click on the work order to show the detail information includes process stage, review, members and uploaded files.



The screenshot displays the 'History Query' section with a table of work order details:

| WO Number     | Title                        | Complete | Start Time     | End Time       | Owner         | WorkOrder Type            | Priority |
|---------------|------------------------------|----------|----------------|----------------|---------------|---------------------------|----------|
| WO-0000000000 | Routine Maintain UPS         | ✗        | 20170524 10:25 | 20170524 10:25 | Administrator | Routine Maintain Facility | 中        |
| WO-0000000000 | Routine Maintain UPS         | ✗        | 20170524 10:24 | 20170524 10:25 | Administrator | Routine Maintain Facility | 中        |
| WO-0000000000 | Routine Maintain Chiller     | ✓        | 20170524 09:19 | 20170524 09:57 | Administrator | Routine Maintain Facility | 中        |
| WO-0000000000 | Add New Servers - IFAIR      | ✓        | 20170428 17:08 | 20170523 16:57 | Administrator | Add New Device            | 中        |
| WO-0000000000 | Routine Maintain Chiller     | ✓        | 20170522 16:58 | 20170522 16:59 | Administrator | Routine Maintain Facility | 中        |
| WO-0000000000 | 空调保养                         | ✓        | 20170504 11:30 | 20170522 16:56 | Administrator | Routine Maintain Facility | 中        |
| WO-0000000000 | 1F genset room flood         | ✓        | 20170426 10:50 | 20170522 15:34 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F Genset Room - Flood Alarm | ✓        | 20170509 18:08 | 20170522 15:34 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F Genset Room - Flood Alarm | ✓        | 20170510 11:47 | 20170522 15:33 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F Genset Room - Flood Alarm | ✗        | 20170504 18:27 | 20170522 15:31 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F Genset Room - Flood Alarm | ✗        | 20170502 15:16 | 20170522 15:30 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F Genset Room - Flood Alarm | ✗        | 20170509 13:32 | 20170522 15:30 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F genset room flood         | ✗        | 20170426 09:56 | 20170522 15:30 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F genset room flood         | ✗        | 20170418 14:51 | 20170522 15:30 | Administrator | Failure Elimination       | 高        |
| WO-0000000000 | 1F Genset Room - Flood Alarm | ✗        | 20170510 15:40 | 20170522 15:29 | Administrator | Failure Elimination       | 高        |

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